



# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2025

*Endorsed on 17/12/2019 for advertising [Res. No. 321/12/19]*

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**This Plan is available on the Shire of Toodyay website**

**<http://www.toodyay.wa.gov.au/Council/Shire-Documents>**

**This Plan is also available in alternative formats upon request**

In hardcopy format, standard or large print; audio format or  
electronically via email or on c.d.

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*Shire Offices, Toodyay*

Section 28 of the *Disability Services Act 1993* (DSA) requires that the Shire of Toodyay must have a disability access and inclusion plan to ensure that in so far as its functions involve dealings with the general public, the performance of those functions furthers the principles in Schedule 1 and meets the objectives in Schedule 2 of the *Disability Services Act 1993*.

This plan will outline the ways in which the Shire of Toodyay will ensure that people with disability have equal access to its facilities and services.

Disability, as defined in the *DSA* means a disability which:

- (a) is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a combination of those impairments; and
- (b) is permanent or likely to be permanent; and
- (c) may or may not be of a chronic or episodic nature; and
- (d) results in —
  - (i) a substantially reduced capacity of the person for communication, social interaction, learning or mobility; and
  - (ii) a need for continuing support services.

For the purposes of Section 28 of the *Disability Services Act 1993*, regulation 7 of the *Disability Services Regulations 2004* the Disability Access and Inclusion Plan is developed by the Shire of Toodyay to ensure people with disabilities have the same opportunities as other people to:

- Access any events organised by the Shire;
- Access the buildings and other facilities within the Shire's district;
- Access the services of the Shire and receive the same level and quality of service from Councillors, Staff and Contractors of the Shire of Toodyay.
- Access information in a format that will enable them to access the information as readily as other people are able to access it
- Access to the Shire of Toodyay in order to make complaints, provide feedback and participate in public consultation processes undertaken by the Shire.
- Obtain and maintain employment.

This plan aims to meet the principles and objectives within the DSA and for the purposes of section 29(4) of the Act, the plan will include information about strategies and progress made by the Shire in achieving those outcomes.

The Shire of Toodyay recognises that the more diverse and inclusive the community, the richer it will become and that most members of the community will face access and inclusion challenges at some time in their lives.

To ensure that all Shire of Toodyay residents can participate in and contribute to the community, the Shire's Disability Access and Inclusion Plan 2020-2025 has been developed to help us achieve this.



The Community Strategic Plan (CSP) of the Shire of Toodyay (Toodyay 2028) is an overarching strategic document that identifies what the community aspirations are for the Shire of Toodyay.

The CSP states that the Shire's Disability Access and Inclusion Plan seeks to ensure equality of access by people with disabilities to services and events, buildings and facilities, information in accessible formats, Shire services, complaint processes, public consultation and employment.

The Shire of Toodyay is committed to facilitating the inclusion of people with disability through the improvement of access to its buildings, facilities, services and information platforms, thus ensuring that the community is an accessible and inclusive community for people with disability, their families and carers.

The Shire of Toodyay interprets an accessible and inclusive community as one in which all council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disability, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

The Shire of Toodyay:

- recognises that people with disability are valued members of the community who make a variety of contributions to local social, economic and cultural life;
- believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life;
- believes that people with disability, their families and carers who live in country areas should be supported to remain in the community of their choice;
- is committed to consulting with people with disability, their families and carers and disability organisations to ensure that barriers to access and inclusion are addressed appropriately;
- is committed to ensuring that its agents and contractors work towards the desired outcomes of the DAIP; and
- Is committed to supporting local community groups and businesses to facilitate the inclusion of people with disability through improved access to facilities and services in the community.



Toodyay was first settled within seven years of the establishment of the Swan River Colony and has extensive built heritage reflecting our convict past. The Shire is responsible for preserving many of these assets and ensuring that we encourage future development that does not detract from that heritage. The Shire is also responsible for safe and efficient roads, accessible footpaths and public buildings.

The Shire of Toodyay, approximately 85 kilometres away from Perth, covers an area of 1,683 square kilometres. The Shire borders the north-eastern edge of the Perth metro area; adjoining the City of Swan, the Shires of Northam and Mundaring to the south, the Shires of Dowerin and Goomalling to the east, the Shire of Victoria Plains to the North and the Shire of Chittering to the west. Estimated population is 4,461.

The Shire is part of the Avon and Western Australia Wheatbelt region, where a significant proportion of the land is used for agricultural activities.

Tourism is also a growing industry that has significant potential for expansion. Visitors are attracted to the natural landscape, significant heritage values and country lifestyle. Many artisans live and own businesses in the region.

The Toodyay townsite is located in the picturesque Avon Valley. Founded in 1836 and declared an historic town by the National Trust in 1980; displaying fine examples of 19<sup>th</sup> century architecture reflecting the early convict era.

Toodyay provides retail outlets and services, such as banking, postal offices, and a community visitor centre, chamber of commerce, a resource centre, a regional library, a chemist, hardware businesses, a supermarket, garage, gift stores, bakery, hotels and restaurants. We have numerous sporting facilities including bowling greens, tennis courts, equestrian and skate parks, and cricket, football and hockey fields. A wide selection of venues offer quality accommodation and dining choices within the district of Toodyay.

With current growth rate of approx. 1.59%, the Shire continues to experience an influx of people from the metro area, interstate and overseas who are seeking an alternative semi-rural lifestyle, resulting in unprecedented demand for property and development.



The Shire of Toodyay local government is responsible for a range of functions, facilities and services including:

#### **Services to Property**

Construction and maintenance of Local Government (Council) owned buildings; construction and maintenance of roads and footpaths; maintenance of skating facilities, cycle facilities, land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; numbering of residences and lots; street lighting and bush fire control.

#### **Services to the Community**

Provision and maintenance of playing areas, parks, gardens, reserves and other types of facilities required for sporting and community groups; management of a community centre and community halls, public libraries and information services; citizenship ceremonies; youth services and community events.

#### **Regulatory Services**

Planning of road systems, sub-divisions and town planning schemes; building approvals for construction, additions or alterations to buildings; environmental health services and ranger services, including pet control and the development, maintenance and control of parking.

#### **General Administration**

The provision of general information to the public and the lodging of complaints, feedback forms, works requests, and payment of fees including rates and pet licenses, and other Departmental Planning, Development, and Environmental Health licensing services.

#### **Processes of Government**

Ordinary and Special Local Government (Council) and committee meetings; Annual General Electors Meetings and Community Consultation workshops.

The residential population of the Shire of Toodyay is currently estimated to be around 4,461. The Australian Bureau of Statistics Disability, Ageing and Carers, Australia: Summary of Findings (2018) resulted in the following key characteristics:

- In 2018 there were 4.4 million Australians with disability, 17.7% of the population, down from 18.3% in 2015.
- The prevalence of disability increased with age - one in nine (11.6%) people aged 0-64 years and one in two (49.6%) people aged 65 years and over had disability.
- Disability prevalence was similar for males (17.6%) and females (17.8%).
- 5.7% of all Australians had a profound or severe disability.
- Almost one-quarter (23.2%) of all people with disability reported a mental or behavioural disorder as their main condition, up from 21.5% in 2015.

Of those with disability (living in households):

- one-third (33.4%) of those aged 15 years and over had completed year 12 or equivalent, up from 31.4% in 2015
- one in six (16.1%) aged 15 years and over had a Bachelor degree or above, up from 14.9% in 2015
- 37.9% of those aged 15-64 years said their main source of personal income was a government pension or allowance, down from 41.9% in 2015
- 59.7% of people had their need for assistance fully met, down from 62.1% in 2015
- one in 10 (9.6%) aged 15 years and over had experienced discrimination in the previous 12 months because of their disability, up from 8.6% in 2015
- Labour force participation for those aged 15-64 years has remained stable since 2015 at 53.4%, in contrast to an increase in the participation rate for people without disability (84.1%)
- 11.4% of those with a profound or severe disability (aged 15-64 years) were working full-time up from 7.9% in 2015.

Based on the population estimate and these findings, it is estimated that there are around 1,000 people with disability living within the Shire. The seasonal influx of tourists, including tourists with a disability, must also be considered. In addition, the population is growing, including an influx of mature aged people and retirees.

As people age they are more likely to require assistance with everyday activities such as household chores and transport and more and more people are choosing to remain in their households and community rather than moving to shared accommodation and nursing home facilities. This means there is an ever increasing need to improve the accessibility and inclusivity of local communities. These figures lend weight to the importance of this Disability Access and Inclusion Plan as the primary planning tool for how the Shire of Toodyay aims to make its buildings, services, facilities and information more universally accessible. What the figures don't reflect are the numbers of people with disability who visit or would like to visit the region, or the numbers of parents using prams, cyclists, and culturally and linguistically diverse tourists that have benefited and will benefit from universal access initiatives.



As already stated in the introduction, Local Governments are required to develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which they will ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the *Equal Opportunity Act (1984)*, the *Commonwealth Disability Discrimination Act 1992 (DDA)* and the Convention on the Rights of Persons with Disabilities which is an international human rights treaty of the United Nations intended to protect the rights and dignity of people with disabilities.

The Shire of Toodyay has several plans, in addition to the DAIP that underpin the Community Strategic Plan. It is through these plans that the Shire as a whole plans for better access for the community as a whole no matter the level of ability.

Since 2015, the Shire of Toodyay Council has adopted the following plans that plan for better access and inclusion for the community:

### **Economic Development Plan**

The Shire's Economic Development Plan provides a high level overview of the economic and social characteristics of the Shire of Toodyay.

The objectives of the Economic Development Plan is to facilitate the achievement of this Vision in the medium to long-term and support Toodyay's aspiration to be the Avon's Lifestyle Economy.

Traditionally, for regional and rural communities, a residential population of 10,000 people is regarded by service delivery agencies and organisations as a

Toodyay is recognised nationally as an attractive, high amenity and aspirational residential and business location within the Wheatbelt and regional Western Australia. It has a dynamic, integrated lifestyle-based economy that generates high income, knowledge intensive service sector jobs for residents. Older residents, attracted to Toodyay by its quality lifestyle and natural environment, remain active in the workforce and the community, drawing upon state-of-the art technologies and innovative business practices to transition into retirement. These residents are supported by quality local health services, tailored housing product and experiential services in retail, food, sport and recreation. Toodyay is regarded as a premier peri-urban destination by domestic and international tourists alike, fully integrated within the broader Avon and Wheatbelt tourist markets. Toodyay offers a diverse range of quality natural, historical, adventure and experiential attractions to visitors, who use Toodyay as a base to explore the broader region.

critical threshold to support a level of service quality and scope that meets the general needs of the community. A review of population projections for the Shire of Toodyay indicates that this 10,000 person threshold will likely be met anywhere between 2039 and 2061, depending on projected growth rates.

Toodyay possesses a range of significant drivers and competitive advantages that have the potential to underpin growth and expansion of the local economy in the medium term. These include:

- ♣ Moderate population growth with an ageing population profile;
- ♣ Strong lifestyle and amenity characteristics and attractors
- ♣ Increasingly diversified local economy;
- ♣ Peri-urban location adjacent metropolitan Perth;

However, the Shire's development is expected to be confronted by a range of challenges and constraints that may impede these drivers being leveraged. These include:

- ♣ A lack of population critical mass, though this is achievable in the long-term based on projected growth rates;
- ♣ Small local tourism market requiring full integration with sub-regional and regional offerings;
- ♣ Proximity to metropolitan Perth makes overnight tourist visitation challenging;
- ♣ Low levels of employment generation and self-sufficiency; and
- ♣ Ageing population presents challenges to labour force and income growth.

### Age Friendly Community Plan

Age Friendly Communities are those that encourage “active ageing by optimising opportunities for health, participation and security in order to enhance the quality of life as people age” (World Health Organisation)

An Age Friendly Community is one which:

- ♣ recognises the great diversity among older people;
- ♣ promotes their inclusion and contribution in all areas of community life;
- ♣ respects their decisions and lifestyle choices; and
- ♣ anticipates and responds to ageing-related needs and preferences.

An Age-Friendly community that exhibits these qualities tends to better cater for the whole population, where a wider range of abilities and needs are met.

Age-friendly community planning is vital for the following reasons:

- ♣ By 2027, Wheatbelt population over 70 will have increased by 75.3%;
- ♣ The proportion of people 70+ will have increased from 10.4% in 2011 to 17% in 2027; and
- ♣ The increase projected for Toodyay is 108.4% to 892 people in 2027.

In addition to this, older adults generally prefer to remain in their own home and continue to be part of their community. Older adults feel safe, valued and respected in their own community and local governments have a key role in ensuring this can occur.



The Shire of Toodyay is committed to the goal of continual evolution and improvement in order to facilitate the inclusion of people with disability through the improvement of access to its facilities and services.

The Shire adopted its first *Disability Services Plan* in 1995 to address the barriers within the community for people with disability. That plan addressed the statutory requirements under the *Disability Services Act 1993* as well as the Shire's obligations under the *Commonwealth Disability Discrimination Act 1992*.

The Disability Services Plan underwent three internal reviews since 1995.

In 2004 the *Disability Services Act 1993* was amended, after which the Disability Services Plan became known as the *Disability Access and Inclusion Plan*.

In 2014, the Shire reviewed its Disability Access and Inclusion Plan (DAIP), and drafted a new DAIP to guide further improvements to access and inclusion.

A number of initiatives have been implemented since the adoption of the Shire's DAIP in April 2015. Many of these initiatives have enabled significant progress towards better access for people with disabilities.

Some of those initiatives were as follows:

- Staff involved in "events processes" participate in briefings prior to the events being held to ensure all who will be present on the day are aware of their different responsibilities. Event debriefs are also held after each event to address any issues that may have arisen on the day so that the team can develop strategies for future events.
- A delegation was made in relation to Public Events, and the Application for Public Events policy has in place a review set on an annual basis to address any legislative or governance changes particularly in respect to road closures.
- The Coordinator of the Toodyay Library Team plans and implements public programs and activities such as author talks, better beginnings, baby Rhyme time, and other special events during the year. Updates are constantly made to Facebook and printed media available in hardcopy at the Toodyay Library in respect to keeping the community informed on technology and programs such as Kanopy and Borrow Box that will assist members in the use of Library Resources.

- The Shire of Toodyay provided a more accessible library with automatic doors, ramped access, an accessible toilet, accessible parking and a scanner to loan books at desk level.
- Through the Age Friendly Community Plan the Shire provided a new accessible toilet and changing place at Charcoal Lane.
- The Shire of Toodyay collaborated with the Public Transport Authority to refurbish the Duke Street Pedestrian Bridge. The bridge, due to the railway, splits the town into two sections which is why the refurbishment of the bridge was seen as a necessary project, providing access to both sides of the town via the bridge.
- The Shire of Toodyay created a new compliant storage area at a building in the Shire's Depot for its permanent records archive. A ramp was installed so that the building could be wheelchair accessible.
- The Shire sealed the carparks at the Toodyay Library, the Visitor Centre, the Museum and Bendigo Bank to improve their accessibility.
- More cycle ways/footways were installed to make the town site more accessible and Kerb ramps in footways were added to ensure pedestrian paths are fully accessible.
- The Shire has access to a Heritage Advisor who is consulted periodically when heritage buildings are being assessed in respect to how they can be made more accessible.
- ACROD parking bays in the town centre and one at the Shire Office was updated to Australian Standards.
- Better signage at the railway station in relation to disabled access to get to the platform of the train station were installed and there is more to come.
- Consultation has been ongoing with key users with a disability within Toodyay to find out where improvements can be made.

Effective communication provides a strong foundation on which the Shire of Toodyay can more effectively involve and engage the community in decision-making. A greater awareness of Council's services assists in the provision of support across the community.

### Responsibility for the DAIP

It is the CEO's responsibility to oversee the development, implementation, review and evaluation of the plan. The final plan is endorsed by Council.

All Officers are responsible for following the strategies contained in this plan, under the direction of the CEO. The DAIP responsibilities also fall to the services provided by the Shire's agents and contractors in accordance with the *Disability Services Act 1993* which requires the Shire to promote the existence of the DAIP, and to ensure that all services provided to the public on behalf of the local government authority are to be conducted in a manner that is inclusive and accessible for people with disability.

To this end, all tender and contractual documentation now references key legislative requirements for agents and contractors to implement the Shire's DAIP and to report on access activities to support that implementation.



### Community Consultation Process

The Shire of Toodyay operates under a Public Consultation – Formal Matters Policy, adopted by Council.

The Policy was designed to clearly define the various levels of consultation required to meet the statutory and 'standard' consultation requirements for a range of Council functions.

This consultation provides the community with adequate and appropriate opportunity to:

- Respond and comment on issues and proposals;
- Be informed on current issues and proposals that may affect them;
- Provide support/gain a sense of ownership of Council functions and activities.

The policy's intent is to provide an additional avenue of communication between Council and the community in order to support rather than replace the Councillors role in receiving and generating ideas and input, into Council issues and decision making.

In relation to complex issues, Council is still able to exercise flexibility in determining the level of consultation that is required.

Where a decision is likely to attract significant public interest Council will determine the required level of public consultation, notwithstanding the minimum requirements set out in the policy.

The community have all-year-round access via the Shire's website to:

**Feedback forms** <http://www.toodyay.wa.gov.au/Council/Have-your-say/Customer-Service-Feedback-Form?BestBetMatch=feedback%20forms|d13b95b2-5146-4b00-9e3e-a80c73739a64|4f05f368-ecaa-4a93-b749-7ad6c4867c1f|en-AU>

**Works Requests** <http://www.toodyay.wa.gov.au/Council/Have-your-say/Lodge-a-works-request-or-report-an-issue>

Access to these forms is available in person and requests can be made over the phone where an Officer will fill out the request on behalf of someone making the call. This access helps the Shire make improvements to its level of service to the community as a whole.



### Have your Say – the DAIP Survey

When the Shire of Toodyay began its review of the DAIP it realised that the best way to review it would be to conduct a survey of the community.

The Shire of Toodyay asked through a variety of communication networks whether the public had any concern, comments or suggestions for improving access and inclusion in our Shire. The advertisement called for comment and feedback from its community members, in particular those with a disability, family and friends of people with a disability, carers, agencies and service providers via a questionnaire.

The questionnaire was available on-line but it was also available as a hardcopy from the Shire's Administration Offices as well as its Visitor Centre and Library.

The Shire received 142 submissions in response to the survey which is approximately 3.18% of the population of Toodyay.

### Interpreting the Results and implementing initiatives

One of the challenges with reviewing the results of the survey was considering the initiatives that had been implemented between the 2015 plan and now, including the objectives that had been met between 2015 and now.

Alzheimer's WA, a stakeholder organisation working with the Shire of Toodyay, provided written advice to Officers preparing to integrate dementia friendly initiatives as well as age friendly principles into the DAIP as follows:

*"As you prepare to incorporate age friendly principles into your Disability Access and Inclusion Plan, I wish to raise with you the important opportunity that exists for local government authorities (LGA's) to include dementia friendly initiatives within this plan.*

*Approximately 70% of people living with dementia live at home in the community. With the right support, they can continue to live quality lives in their homes while remaining active in the local community. Alzheimer's WA has worked successfully with LGA's for the past five years to introduce dementia friendly initiatives into age friendly community programs.*

*Dementia is an umbrella term used to describe symptoms of cognitive impairment caused by more than 100 conditions, including Alzheimer's disease. There are over 41,000 Western Australians living with dementia and this figure is expected to double over the next two decades.*

*Alzheimer's WA recently completed a pilot project with the Shires of Manjimup and York in a whole of town approach to creating dementia friendly communities. We encourage you to watch the videos to understand the difference the project has made to these communities at [alzheimerswa.org.au/dementia-friendly-communities](http://alzheimerswa.org.au/dementia-friendly-communities).*

*Alzheimer's WA is now working with the Shires of Margaret River and Toodyay to roll out the project in their communities.*

*The principles for dementia friendly communities can be applied to both metropolitan and regional local government authorities.....We welcome the opportunity to discuss the benefits of dementia friendly initiatives in your LGA and ways to integrate dementia friendly initiatives into your age friendly community programs and Disability Access and Inclusion Plan."*

Part of the normal review process of the Disability Access Inclusion Plan is to send an annual progress report to the Department of Communities. The last progress report was tabled at a Council Meeting held on 17 December 2019, as an attachment to the DAIP. The minutes may be found on the Shire's website at the following link: <http://www.toodyay.wa.gov.au/Council/Council-Meetings/Agendas-Minutes-and-Notes>

### **The Review Process and promotion of the DAIP**

The DRAFT DAIP is sent to all those who contribute to the planning process including Council Officers, people with disability, their families, carers, disability organisations and relevant community groups.

The DRAFT DAIP is sent to the Department of Communities Disability Services Officer prior to it being considered by Council in order to make sure that the document is legislatively compliant.

The DRAFT DAIP is then taken to an Ordinary Council Meeting so that Council may consider the plan for advertising to the wider community and inviting submissions from the community in relation to it.

The placement of the advertisement and the longevity (period) of advertisement will be in accordance with Council Policy and a Community Engagement Strategy *where applicable*.

Copies of the DRAFT DAIP are made available to the community upon request and in alternative formats if required, including hard copy in standard and large print, audio and/or electronic format or CD, or by email.

After advertising takes place an Officer will write a report for Council requesting that the DAIP be adopted. At this same meeting Council will also consider any submissions made by the community.

Once adopted, the DAIP is sent to the Department of Communities. It is also advertised again via local public notice; and via the Shire's website, its libraries, visitor centres, and available to the community upon request and in alternative formats if required, as mentioned above.

Staff, Agents and Contractors will be advised of the availability of the Adopted DAIP using the same methods mentioned above.



### Progress and Reporting under the DAIP

The Disability Services Act 1993 sets out the minimum reporting requirements for public authorities in relation to Disability Access and Inclusion Plans.

The Shire's 2015-2018 Disability Access and Inclusion Plan included a list of overarching strategies, developed to address the seven outcome areas of the *Disability Services Act 1993*.

The strategies were used at the time to form the basis of the Disability Access and Inclusion Plan that the Shire of Toodyay undertook between 2015 and 2018 to improve access and inclusion practices.

As already mentioned the Shire of Toodyay submitted a progress report to a Senior Policy & Planning Officer, Disability Services from the Department of Communities in July 2019 that was presented to Council in December 2019 (refer to the Council minutes at the following link: <http://www.toodyay.wa.gov.au/Council/Council-Meetings/Agendas-Minutes-and-Notes>).

The task of putting together the progress reports for the Department of Communities is handled by the Executive Management Team.

Progress reports are an apt guide that will ultimately record and assess the progress made with respect to the overarching strategies contained in the Disability Access and Inclusion Plan.

In July 2019 we discovered that quite a large amount of progress had been made and we anticipate that each progress report to be submitted annually to the Department of Communities from 2020 to 2025 will also trend toward the positive.

A few of the initiatives undertaken since the 2015-2018 DAIP, split into each of the seven DAIP Outcomes, are as follows:

### DAIP Outcome 1 – General Services and Events

**People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.**

*Ensuring all people can access your organisations public events and general services is fundamental to good customer service.*

The Shire of Toodyay supports the Toodyay Agricultural Show annually.

In October 2019, a Sensory Room was created at the 166th Toodyay Ag Show. Signage and volunteers wore shirts throughout the showground; directing the community and visitors towards the location of the sensory room.

A sensory room is a space designed to help an individual with sensory issues learn to regulate their brain's negative reactions to external stimuli by developing coping skills for these experiences.

In some cases, it may be a whole room, or it can simply be a space set aside in a corner of a larger room.

The contents and design of a sensory room or space can and should be tailored to each individual's needs because each person with extreme sensory issues will be dealing with different stimuli and have different requirements when it comes to learning to cope with the world around them.



In 2018 the Shire of Toodyay held several community consultation sessions in Morangup, Bejoording and Toodyay in respect to the review of its Community Strategic Plan.

The first session was held in the Memorial Hall. People from Special Interest Community Groups were invited to the session. The Facilitators from Tuna Blue Facilitation are pictured at the head table.

Information was also provided at two Farmer's Market Days where surveys were handed out and people were also invited to do their survey in person on those days.



A **Memory Café** was launched at Toodyay's well-known Cola Café and Museum. It is now held every second Tuesday of each month. The first Memory Café was held less than six months after the Shire of Toodyay commenced the process to become a dementia-friendly town through the Dementia Friendly Communities Project.

The objective from the start for the Dementia Friendly Communities project was to reduce the stigma attached to dementia and instead develop a community that enables and supports people living with dementia to remain active in the community rather than be confined within the four walls of their home.

Memory Café's provide an opportunity for people living with dementia to socialise, feel welcomed in a safe and inclusive environment, and make new friends. The Memory Cafés show how the simple, everyday pleasures of engaging with the community mean so much for all of us, and how simple it is to extend that opportunity to those living with dementia.



*Toodyay Community Program activities held in Morangup: Ranger Red Wildlife Talk with meet and greet – young and old attended at the Morangup Community Centre which is an accessible venue.*

### DAIP Outcome 2 – Buildings and Facilities

**People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.**

*This outcome area is about how your organisation has ensured and safeguarded accessibility in the planning, design, and improvement of built infrastructure.*

The Shire of Toodyay Constructed a Changing Places Facility, this is an Accessible Adult Change Facility with a toilet, shower and change facility that caters for users with high support needs and their carers where they require additional space, assistance and specialised equipment to allow them to use toilets safely and comfortably.



The new inclusive changing places building built in Charcoal Lane had been designed to include a wall for a mural. This provided the perfect opportunity for the town's first mural and the committee embraced the venture with Shire support.

In 2018 the Shire of Toodyay's Administration Office at the Old Courthouse Building underwent a refurbishment to assist making the building more accessible to community members with disabilities.

A new two level reception desk and an automatic push button door were installed which gave wheelchair users easier access when coming to the office.

The shire also installed an automatic door on the Admin Buildings and on many other shire owned buildings.





The Shire was successful in obtaining a \$300,000 grant to upgrade our CCTV infrastructure. The grant has allowed the shire to upgrade and replace CCTV infrastructure throughout the Town Centre.

The project will see the replacement of 17 previous CCTV cameras as well as the installation of 22 new CCTV cameras making a total of 41 CCTV cameras in the Town Site, more than double the amount the previous network had.

The upgrade also includes new 5 metre 'break back' poles in various key locations around the community. All old CCTV and wireless links will be decommissioned, with a newly designed 'end-to-end' wireless link being supplied and installed between each device and CCTV head end.

This project is being delivered as a partnership between Toodyay Police, Safer Toodyay, the Shire of Toodyay and Telstra.



The Shire provides information on restaurants, accommodation, activities and parking through many paths e.g., website, Facebook, the Visitors Centre and information bays, with guide map information about activities and events.

The Shire has installed several wheelchair friendly water fountains in multiple locations around the Toodyay townsite.

This one pictured is in front of the Toodyay Visitors Centre.

The Visitors Centre was accredited in 2017 and the Shire of Toodyay adopted a Tourism Strategy, available on the Shire's website in 2019.





The Shire of Toodyay in collaboration with the Avon Regional Organisation of Councils comprising of the Shires of Goomalling, Victoria Plains, Dowerin, Northam and York achieved completion of an aged housing initiative project worth approximately \$3.5 million. In total 17 new Independent Living Units were built, including nine in Toodyay, four in Goomalling and two each in Calingiri and Bolgart. This was a significant milestone for Toodyay, The project involved a partnership between three local governments, and an alliance with seniors housing provider Butterly Cottages in Toodyay.

Many local people can now remain in Toodyay when they retire as these units provide a real alternative for people to downsize to an age friendly affordable housing. Work commenced in Aug 2017 and was completed on Aug 2018.



The Shire was successful in getting funding under the Commonwealth Building Better Regions Fund, State government, Community Sport, Recreation Facilities Fund and Lotterywest funding, totalling \$6.5 million that, has result in the construction of a new sport and recreation centre. The centre will include a swimming pool, hockey/soccer field and multi lined courts for basketball, netball and tennis. The plans also includes associated community pavilion, change rooms, fencing, lighting, landscaping, power, water and sewerage.

Council took this decision on 12 December 2017 at a Special Council Meeting. Council agreed to a scaled down project which does not include the new football/cricket oval or the multi-purpose function centre, and instead produces a smaller project that encompasses the facilities that are not presently available in Toodyay.

The revised proposal required a \$4.5 million loan, substantially lower than the \$8 million projected for the larger project. It also involved the Shire drawing down the \$1.9 million in reserves it had saved up for recreation facilities. The decision was taken in front of a packed public gallery.

Three members of the public made submissions to assist Council in its deliberations.



The Shire of Toodyay holds regular community meetings to inform the entire community about the progress of the project and to answer any questions they may have.



Information about the project is also available on the Shire's website at the following link: <http://www.toodyay.wa.gov.au/Council/Shire-Projects/Sport-and-Recreation-Precinct>



A ground breaking ceremony was held in July 2019 when works on the project commenced. The project is estimated to be completed by the end of 2020.

### DAIP Outcome 3 – Information and Communication

**People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.**

*Good practice in this area involves considering your target audience: language and terminology; format; location and sensory access for physical signage; technology and customer service delivery.*

### WHAT IS TOODYAYPEDIA?

Toodyaypedia is a WikiTown QRpedia project based around Toodyay. The project is a collaborative project between the Shire of Toodyay, Toodyay Historical Society and Wikimedia Australia.

They have come together to create an easy and informative solution to help people wanting to know more about Toodyay and the history behind it.

### CHECK OUT WHAT THERE IS TO FIND!

As an historic town Toodyay takes pride and a sense of identity from its heritage.


Our original Toodyaypedia plaques were about places described in Our Living History Walking Trails Brochure. Thanks to Lotterywest a second group of plaques about people have been installed.

Now, not only will you be able to find out about our buildings but also about the people that have helped shape our history.


*"Bringing a whole town to life on Wikipedia"*



**lotterywest**  
support

### THE SMART WAY TO DISCOVER TOODYAY



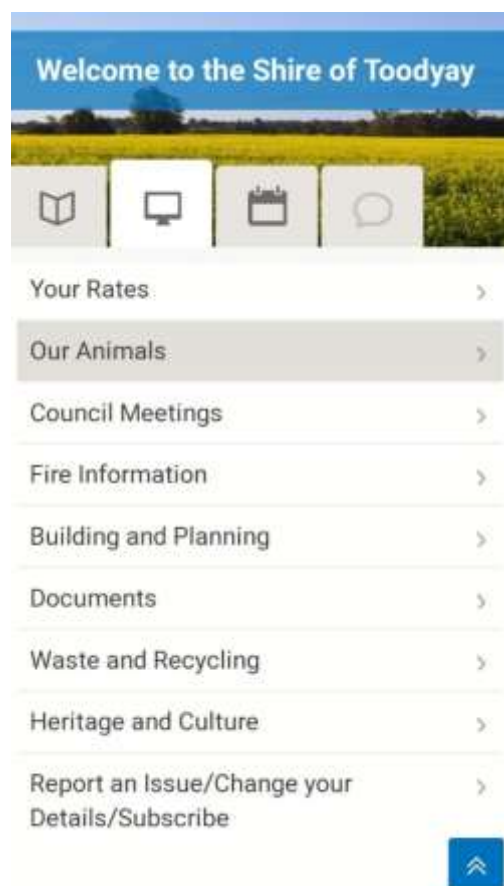
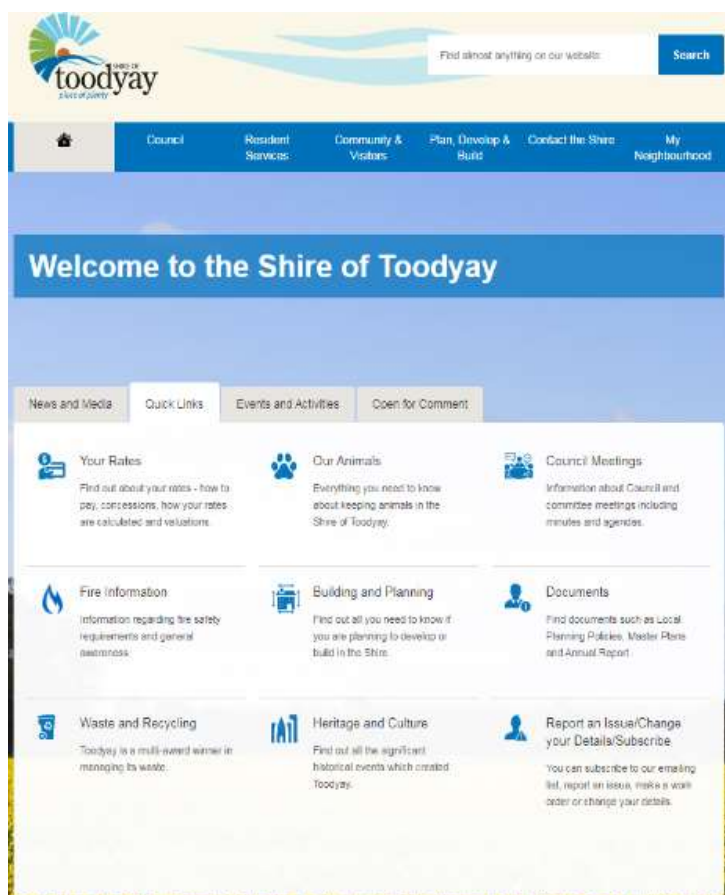
### UNCOVER TOODYAY WITH YOUR SMARTPHONE!





The Shire produces all of its information on Council facilities, functions and services using clear and concise language.

Website accessibility is important to the Shire. We designed our new Shire website so that people with disabilities can use it. More specifically, people who can perceive, understand, navigate, and interact with the website.



Web Accessibility also benefits people *without* disabilities, for example:

- people using mobile phones, smart watches, smart TVs, and other devices with small screens, different input modes, etc.;
- older people with changing abilities due to ageing;
- people with “temporary disabilities” such as a broken arm or lost glasses;
- people with “situational limitations” such as in bright sunlight or in an environment where they cannot listen to audio; and
- People using a slow Internet connection, or who have limited or expensive bandwidth.


All Council documents and information are available on the website.

The Shire will organise for information to be provided in alternative formats such as large print, electronic format (disk or email) and audio (*where possible*) on request.

The Shire produces a monthly newsletter that is distributed via published hardcopies throughout the town by hand and through Australia Post via subscription of community members to receive a hardcopy of the newsletter.

Our Community Newsletter is also emailed to subscribers and is available electronically to non-subscribers via the Shire's website via the following link:

[Home](#) / [Council/ Shire Documents](#) / [Toodyay](#) [Community Newsletter](#).



The newsletter cover features a dark red header with the title 'Toodyay Community Newsletter' in white. Below the title, it says 'Produced by the Shire of Toodyay' and 'Vol. 3 Issue 7 – July 2019'. A blue banner below the header contains the text 'SUBSCRIBE TO THE TOODYAY COMMUNITY NEWSLETTER - <http://www.toodyay.wa.gov.au>'. The main content area shows four images: an aerial view of a sports precinct, a tennis court, a swimming pool, and a community pavilion. Below the images is the headline 'TOODYAY, HOW GOOD IS THIS? New Rec Precinct is a go!!' and the Toodyay Shire logo. The text below the headline describes the appointment of ADCO Constructions Pty Limited as the contractor for the new precinct, quotes Cr Brian Rayner, and lists the funding bodies.

**Toodyay Community Newsletter**  
Produced by the Shire of Toodyay Vol. 3 Issue 7 – July 2019

SUBSCRIBE TO THE TOODYAY COMMUNITY NEWSLETTER - <http://www.toodyay.wa.gov.au>

**TOODYAY, HOW GOOD IS THIS?**  
**New Rec Precinct is a go!!**

The Toodyay Shire Council has appointed ADCO Constructions Pty Limited as the contractor to construct the long awaited Toodyay Sport and Recreation Precinct.

"The community is really excited about this project" Cr Brian Rayner, Toodyay Shire President said. "They are particularly pleased that we have managed to fund 8 lanes rather than 6 in the swimming pool and that we will have 4 dedicated tennis courts."

"This project provides the community with all the facilities that it does not presently enjoy. There is a hockey, soccer and rugby field, 4 multiuse courts for basketball and netball, a new community pavilion and of course, Toodyay's long awaited swimming pool." Cr Rayner

Project Managers, Limnios & Johns and Architects Cameron Chisolm Nicol will continue their work on the project, together with the Shire and ADCO Constructions.

Construction is due to commence in the next month and will be completed in the third quarter of 2020. This will be followed by the internal fitout.

"Toodyay will have a swimming pool open for use before Christmas 2020," Cr Rayner said. "We would like to thank all those funding bodies who are supporting the Project: the Australian Government through its Building Better Regions Fund, Community Sporting and Recreation Facilities Fund, Lotterywest, Bendigo Bank and of course the Shire of Toodyay."



The Shire has, through its Community Development Team:

- Formed partnerships with community organisations (including disability specific organisations such as Regional Home Care Services, APM Communities, Alzheimer's Association of WA, Ability Focus, and Inclusion WA) to investigate ways to include and support people with disability.
- Assisted community groups with events.
- Collaborated with Local Tourism Operators and Tourism Industry Providers.
- Engaged with community groups and developed collaborations with them (e.g. Early Years Network and the Paint the Town REaD Program).
- Engaged with the Youth through after school and holiday inclusion programming.

The Toodyay Visitors Centre was also the winner of a Bronze Certificate in the 2019 Perth Airport Award Excellence in Local Government Tourism.



### DAIP Outcome 4 – Quality of Service

**People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.**

*This outcome area involves the safeguards and initiatives which ensure that your services and processes are consistent, inclusive or readily adjust to people's needs.*



The Shire, together with Alzheimer's WA held a Dementia Friendly Town project designed to help build awareness and understanding, reduce stigma and develop a community that enables and supports people living with dementia.

The Shire invited community members living with dementia and the broader community to discuss how we work towards Toodyay becoming a dementia friendly town.

A second workshop was held and local business representatives were invited to discuss how to better meet the needs of people living with dementia.

Council Briefings were held to improve Councillor Awareness relating to issues faced in the community for persons with Dementia and/or Alzheimer's and service provision available in the community.

### DAIP Outcome 5 – Complaints and Safeguarding

**People with disability have the same opportunities as other people to make complaints to a public authority.**

*Equitable complaints mechanisms can effectively receive and address complaints from all members of the community and play a fundamental role in making sure that services meet the needs of intended consumers.*

The Shire's Customer Service Charter is an expression of the Shire of Toodyay's commitment to improving the service and communication with you. It sets out the standards you can expect from us every time you interact with us, whether it is by phone, through the mail, via email or in person.

The hallmark of our Customer Service Charter is a promise to provide consistently professional and high quality service, based on the five core values of honesty, integrity, respect, professionalism and open communication.

This information is on the Shire's website at the following link:

<http://www.toodyay.wa.gov.au/Council/Shire-Documents>

### DAIP Outcome 6 – Consultation and Engagement

**People with disability have the same opportunities as other people to participate in any public consultation by a public authority.**

*Good consultation and engagement strategies consider the ways in which all people are encouraged and supported to engage or participate with information, strategies or decision-making processes of an organisation. This in turn can provide public authorities with more inclusive outcomes and potentially awareness of different perspectives.*



Time has been extended to get your surveys back... 

The response has been good. But not good enough! We have received 80 surveys back, but we need more. We need you tell us your concerns and to give us your comments and/or suggestions for improving access and inclusion in our Shire.

The Shire of Toodyay is reviewing its Disability Access and Inclusion Plan (DAIP) and we need your comment and feedback from those who are living and/or working in our community, and in particular those with a disability, family and friends of people with a disability, carers, agencies and service providers via the survey.

The survey is available online via the Shire's website; or in hard copy from the Shire Administration Office, Visitors Centre and Library. *Please have your say and complete the survey.*

For more information visit the Shire's website at: <http://www.toodyay.wa.gov.au/time>  
phone the Shire Administration on 9574 9300  
or email [mcordal@toodyay.wa.gov.au](mailto:mcordal@toodyay.wa.gov.au)

Questionnaire's need to be returned to the Shire before 4.00pm, Wednesday 24 July 2019.



The Shire of Toodyay ran a survey for the community to complete.

The Survey was available online and as a hard copy.

We received a great response and very rewarding feedback.

The Shire also held many community information sessions throughout the year which gave members of the community, no matter their ability, the opportunity to attend and ask any questions they wished and also to meet with Councillors and Administration staff.

The Community Information Sessions were so successful in 2019 that the Shire of Toodyay Council has resolved to hold them in 2020 as well; as a means to continue to network with the community.

The **Toodyay Community Program** began in 2015 with the help of Inclusion WA and was known as the Toodyay Inclusive Holiday Program.

The vision of the program was to ensure “Toodyay is a diverse community that embraces our culture and heritage and values the participation and contribution of all community members”. The program has been well attended each school holidays, with community groups hosting various sport and craft activities.



The mantra of the program is that everyone is welcome, from all ages and all abilities. Accessible venues are chosen for the activities, posters and websites are designed to be easy to read and no one is turned away from participating. In 2017 Inclusion WA stepped back from the program so the name was changed to Toodyay Community Program but the ideals of inclusiveness remain.

  
**Toodyay Community Program**  
 8 - 11 October  
 Tuesday Wednesday Friday

<p><b>TUESDAY 8 OCTOBER</b></p> <p>Nature Walk</p>  <p>10.00am - 11.30am        Morangup Hall        Wallaby Way, Morangup</p>	<p><b>WEDNESDAY 9 OCTOBER</b></p> <p>DIY Bushfire Readiness Bag</p>  <p>10.00am - 11.30am        Toodyay CRC        111 Stirling Terrace</p>
<p><b>FRIDAY 11 OCTOBER</b></p> <p>Scitech Space Dome</p>  <p>Registrations essential - limited numbers        10am - 11am: Ages 8 and under        10.45am to 12pm: Ages 8 and over        Toodyay Memorial Hall</p>	<p><b>FRIDAY 11 OCTOBER</b></p> <p>Family Picnic and Movie</p>  <p>BYO Picnic        Movie starts at 6.30pm        Toodyay CRC Courtyard        111 Stirling Terrace</p>

**REGISTRATIONS ARE ESSENTIAL!**  
 Registration forms are available from the following locations:

- Toodyay Visitors Centre
- Toodyay Public Library
- Toodyay Community Resource Centre

For further information contact Madeline Ross at the Shire of Toodyay on 9574 9395 or email [cdaco@toodyay.wa.gov.au](mailto:cdaco@toodyay.wa.gov.au)



### DAIP Outcome 7 - Employment, people and culture

**People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

*This outcome is focused on your organisation's activity in directly employing people with disability; including considering the environment, culture and processes which support the maintenance of employment.*



In relation to the progress that the Shire of Toodyay has made in respect to this particular DAIP Outcome, it should be noted that this outcome is hard to measure except to say that the strategic planning that the Shire undertakes is for the “whole community.” The economic drivers are a consideration in order to meet this outcome and the Shire continues to work collaboratively with service providers of various industries to ensure that the needs of the people with disability are being met through service planning and other processes.

A key point of the Shire of Toodyay's previous Community Strategic Plan Toodyay 2023 was to *ensure Community amenity is well designed to enhance employment, lifestyle opportunities and community safety.*

The Shire of Toodyay has legal obligations under the *Equal Opportunity Act 1984* to actively promote the principles of equity and diversity in the workplace. The Equal Employment Opportunity Policy that Council adopted in May 2010 stated that Council aimed to provide a work environment that fosters good working relationships where employees, contractors and volunteers are treated fairly and equally and that unlawful discrimination does not take place.

The Shire of Toodyay also has legal obligations under Section 5.40 of the *Local Government Act 1995* in respect to its employees and in particular s.5.40 (d) states that “*there is to be no unlawful discrimination against employees or persons seeking employment by a local government on a ground referred to in the Equal Opportunity Act 1984 or on any other ground.*”



During the period 2015 to 2018 the Shire of Toodyay adopted a variety of strategic plans that sit under the umbrella of the Community Strategic Plan.

One of them was the Economic Development Plan, adopted in December 2014. This plan revealed the various economic drivers (pictured above) and referred to measures of economic development such as Employment generation and self-sufficiency. It noted that Economic Development is particularly important – and challenging in regional locations. The plan also referred to employment, industry and economic activity. It was noted within Council's resolution that the implementation and Action Plan will require Council approval for any expenditure outside of what was within budget at that time.

The current Community Strategic Plan indicated that the community wanted the Shire of Toodyay to advocate for increased employment and work opportunities in the district. The Shire intends achieving this by encouraging economic diversification and monitoring employment self-sufficiency. It also contained an objective of reviewing the Economic Development Plan in the medium term. The Shire also intends to encourage and support investment into new and existing businesses in Toodyay by working collaboratively with business stakeholders to minimise impediments.

Some of the other strategic plans, adopted by Council between 2015 and 2019 that sit under the umbrella of the Community Strategic Plan are as follows:

- **Age Friendly Community Plan**

This plan outlined objectives such as:

- Ensuring older people have access to quality and reliable health and community services allowing them to age in place and keep travel to a minimum;
- Create outdoor spaces and buildings that promote mobility, independence and quality of life for older people;
- Ensure seniors have access to safe and consistent transport options;
- Investigate and advocate for accessible, affordable and diverse housing options that contribute to the ability of people to stay in their community;

- Provide facilities and recreation services that contribute to the social and physical wellbeing of older community members
- Facilitate opportunities for community members to engage with each other through volunteering and events; and
- Ensure high quality reliable and up to date information is made available to older people in the community.

This strategy indicated that there were not many flexible and appropriately paid opportunities available for senior workers. It also indicated that seniors were not satisfied or dissatisfied with respect to their physical access to employment opportunities. The plan contained a number of actions that were able to be implemented within existing resources.

The plan also noted that any new or expanded activity would be considered through the Shire's standard corporate planning processes.

- **Communication Framework**

This document was adopted in 2017, offering guidelines to provide better engagement with stakeholders to identify key issues around access and inclusion.

This plan indicated that a comprehensive community engagement strategy would be formulated and due to the Shire's obligations with respect to access and inclusion, the engagement strategy is planned to be developed in the second quarter of 2020.

- **Museum Strategy**

This strategy was adopted in October 2018.

Whilst this strategy offers little in the way of addressing this outcome, it was a document adopted by Council for the community.

The Museum Strategy was adopted in order to plan for the future of the museum and to promote the history of the museum and its collection and artefacts, whilst promoting Toodyay as a tourism destination.

The reason mention of the strategy is included in this plan is to acknowledge that the Museum is supported by a number of volunteers.

The strategy's mission statement states that *"it conserves, interprets and promotes Toodyay's unique cultural and environmental heritage by using a range of technologies and active public programs to attract and engage visitors of all ages."*



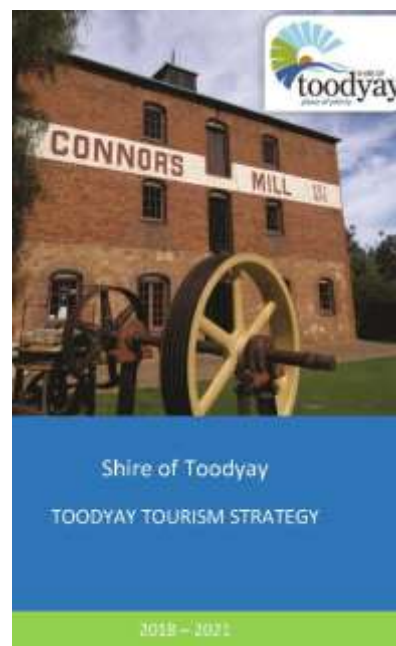
- **Tourism Strategy**

This strategy was adopted in October 2018.

The intent of the Toodyay Tourism Strategy is for tourism to be viewed as a business that adds diversity and broadens the Shire economy. Its continued growth relies on influencing broad parts of the economy including business development, labour and skills, education, employment, investment and transport.

The plan indicated that the Shire was aware of the fact that Tourism is an important industry within Western Australia and that is why in 2017, the Shire of Toodyay reinforced its support of the growth of tourism, through developing, and implementing the Toodyay Visitor Centre Business Plan.

The strategy refers to the Shire assisting employment and economic growth by providing land suitable for retain, commercial, industrial and tourism uses. This strategy identifies the genuine opportunity that exists for Toodyay to grow and consolidate its local tourism industry. Increased visitation by from just intrastate tourist, adds valuable revenue and employment for Toodyay contributing further strength to the commercial sector.



- **Youth Strategy**

This strategy was adopted in January 2019.

The Youth Strategy identified opportunities to undertake further engagement with young people to achieve positive outcomes.

Young people need opportunities for employment and training and the Shire of Toodyay are in a position to advocate for those opportunities, using this strategy as a means for community and business engagement.



If you wish to view the current list of the Shire's Strategic Plans they are available electronically via the Shire of Toodyay website at the following link:

<http://www.toodyay.wa.gov.au/Council/Shire-Documents>

*Please note that any documents listed on the Shire of Toodyay website are available in other formats upon request.*



The results of the DAIP survey showed that not all members of the community are aware of the existence of the Disability Access and Inclusion Plan. Our first priority will be to get the word out via our community newsletter more frequently and through providing information on access to copies of the DAIP to the Toodyay Regional Library and the Community once the DAIP is adopted by Council – taking the adopted plan to the Farmer’s Market to hand out and talk about.

Overall, we are aware that the community is very positive about the pro-active role that the Shire of Toodyay takes with their access and inclusion activities.

As with any plan, there were a number of access barriers identified (and broadly stated) for development and improvement as being:

- Continuing to have a presence as the Shire of Toodyay at the Toodyay Farmers Markets;
- Continuing to distribute via mail and electronically the Community Newsletter and boost the readership by mailing invitations to sign up for the newsletter at least once a year to those who are not on the readership and/or those who may not have access to the local newspaper or the internet;
- Ensure that the Shire safeguards accessibility in the planning, design, and improvement of built infrastructure;
- Developing strategies for upgrading disabled parking where it is most needed;
- Developing strategies for upgrading buildings to improve their accessibility.
- Developing strategies for improving access to facilities (e.g. parks, reserves, and the river);
- Developing engagement strategies that will improve the way the Shire communicates with the community and provides safety awareness to residents and visitors alike;
- Promoting and encouraging businesses and services to become more accessible and inclusive.
- Boosting communication with people with a disability and their families through direct mailing lists and working more closely with service providers.



### Implementation and Review

The *Disability Services Act 1993* requires public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

The Shire of Toodyay CEO and Executive Services Team will be responsible for the implementation of this plan over the next five years.

The implementation of the DAIP requires a whole of organisation approach as the strategies and actions sit across the seven desired Outcomes that cover an array of work areas including planning and development, community development executive services and corporate services.

The review of the DAIP will be included on the Shire of Toodyay's Compliance Calendar to ensure that the progress of the DAIP can be monitored and reviewed at regular intervals.

It is important that there is representation from people with a lived experience of disability and that they are actively involved in the process to ensure the best outcomes possible.

This will be driven through the Executive Services Team who meet every month. At these meetings the team will discuss matters that may require actions to be taken with respect to projects where access and inclusion requirements may be affected and/or need to be considered. Part of the discussion will include progress of actions, and reporting issues, barriers or obstacles faced in the implementation of any actions whereby solutions will be sought and actions and strategies can be amended.

From time to time invitations will be made to organisations who provide services to people with disabilities to attend Quarterly Strategic Council Forums in order

to appraise Council on current issues that may be facing the community in respect to care and service provision.

The CEO will then bring progress reports to Council at their Quarterly Strategic Council Forums to ensure a level of accountability and commitment on the implementation of the Shire's DAIP.



### Annual Reporting

The Shire of Toodyay is required to report within the Annual Report prepared under section 5.53(2) (ha) of the *Local Government Act 1995*, a report about the implementation of the DAIP. This is in accordance with section 29(2) of the *Disability Services Act 1993*.

The legislation is silent on the content of the report, but implementation of the DAIP would include, but not be limited to the following:

- Detail about the review of the DAIP;
- Method by which the community, the Shire's Agents and Contractors are aware of the DAIP;
- Progress toward the desired outcomes of the DAIP; and
- Progress of its agents and contractors towards meeting outcomes.



The Shire of Toodyay has a Community Strategic Plan. It was adopted in 2019. One of the objectives of the CSP is to “provide accountable and transparent leadership for the community.”

Strategy 1.1 states that the Shire of Toodyay will “use the Strategic Community Plan as the blueprint for Council policy development and decisions.”

As such, the Shire of Toodyay will utilise the Community Strategic Plan as a guide by which to adhere to the principles and objectives of the *Disability Services Act 1993*.

The Community Strategic Plan (CSP) contains strategies and objectives that set out to improve access and inclusion for all members of the community, no matter their ability and/or disability.

As the CSP is to be used as a blueprint for Council policy development and decisions, the strategies in the CSP have been cross-referenced with the review of the previous DAIP 2015-2018 that included a consultation process with the public.

The availability of the DAIP to the Council, Staff, Agents and Contractors used by the Shire of Toodyay will assist in making the Shire of Toodyay a more accessible and inclusive place for both local residents and visitors to the region.

The above comparison has resulted in sets of overarching strategies that sit within all seven DAIP Outcomes included in this Disability Access and Inclusion Plan (2020-2025) below. The strategies that will guide the Shire of Toodyay for the next five year period are as follows:

### DAIP Outcome 1 – General Services and Events

**People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.**

Strategy	Action
Provide accountable and transparent leadership for the community	S 1.3 Provide clear and engaged leadership on behalf of the community.
	S 1.4 Increase communication on advocacy

### DAIP Outcome 1 – General Services and Events

**People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.**

Strategy	Action
	undertaken for services and initiatives that benefit Toodyay.
Support the development of places and spaces for recreation, learning, art and culture	S 3.1 Continue to support community focused facilities and services.
	S 3.2 Support and encourage growth in events that utilise the talents of the community.
	Use the “accessible events checklist” for Shire events so that they may consider the principles and objectives within the DAIP Plan.
	Promote use of embedded technology to increase accessibility particularly within the Toodyay and Morangup Libraries.
	Consult annually with library users to identify gaps in resources that may then be addressed.
	Ensure that funding applications for programs are written to reflect a need for access and inclusion (including an accessible venue)
Improve liaisons with businesses in the community and those that service the community	Ensure that businesses have access to good information and advice.
Improve liaisons with the community	Review current programs and activities to ensure inclusiveness and seek feedback from people with disability about access and inclusion
Ensure all policies, procedures and practices written and implemented by the Shire of Toodyay support equitable access and inclusion	<p>Ensure that the DAIP is considered when writing proposals for consideration by Council.</p> <p>Consider Access / Inclusion implications as per the principles and objectives specified in the <i>Disability Services Act 1993</i>.</p>

### DAIP Outcome 2 – Buildings and Facilities

**People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.**

Strategy	Actions
Ensure our built environment meets community needs	S 2.2 Upgrade local infrastructure to cater for seniors.
	S 2.3 Ensure appropriate facilities to engage and retain young people.
Our community can live, work and play through planned development and maintenance.	Consider accessibility needs when maintaining or renewing Shire assets.
	Conduct audit of signage on Council owned buildings, reserves and other facilities that are the responsibility of the local government.
Develop plans to ensure the longevity of assets including roads, footpaths, parks and gardens, sporting facilities and public buildings that must be maintained and renewed as required.	Recognise the importance of the Long-Term Financial Plan that aims to achieve a set of objectives that ensure the Shire remains financially sustainable in the long-term while maintaining its range of services.
Ensure safe and sustainable transport options	S 1.4 Improve footpaths and streetscapes.
	S 1.5 Advocate for improved public transport options for residents.
	Continue to advocate for a Pedestrian Street Crossing along Stirling Terrace
	Provide more accessible and compliant footpaths to all facilities and built infrastructure as part of maintenance and renewal strategies.
Addressing issues brought up through community consultation (2019)	Improve public wheelchair and disabled access signage in and around public buildings and facilities.
	Improve the signage from the Memorial Hall to the Charcoal Lane Toilets.
	Investigate the development of a Gopher Safety Course.
	Improve information on access to the “Changing Place.”

### DAIP Outcome 2 – Buildings and Facilities

**People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.**

Strategy	Actions
	Encourage private businesses to improve access and signage especially on older buildings.
	Apply Dementia Friendly design principles to new Sporting Facilities.
	Investigate better audio system for Council Chambers.
Support the development of places and spaces for recreation, learning, art and culture	S 3.3 Utilise the river space more effectively as a natural recreational facility.
	Improve footpath connections to link key community assets.
	Consider installation of a simpler sound system in the Memorial Hall for use with smaller events and / or the development of a simple guide for users of the facility.
	Provide more accessible parking at Duidgee Park.
Lobby for improvements to main roads and public transport options to connect Toodyay residents to job opportunities.	Maintain ACROD Parking Bays on the main street and close to shops and businesses.
	Review signage in the main street and on the entry points to town.
	Lobby for better access and signage at the Railway Station.

### DAIP Outcome 3 – Information and Communication

**People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.**

Strategy	Action
Ensure rigorous organisational systems	S 3.2 Operate to best practice management in all areas.
	S 3.4 Embrace innovation in information and communication technologies.
	Provide access to information in a variety of formats.

### DAIP Outcome 3 – Information and Communication

**People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.**

Strategy	Action
	Improve the Information Statement so that it is easier to locate information on the Shire website.
Identify Economic Development Opportunities	Promote other options for disseminating information to people who are not computer literate and have no access to computers.
	Write to people more often so those who have no access to technology are covered.
	Continue with the stall at the Toodyay Farmers market for promotion of the Shire.
	Continue to promote the memory cafe sessions.
S 3.3 Ongoing review of customer service and satisfaction.	Ensure surveys are worded well and provide more options rather than a true or false response.
	Promote the Shire through the Toodyay Community Newsletter
	Ensure face to face consultation with the community is undertaken where possible.

### DAIP Outcome 4 – Quality of Service

**People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.**

Strategy	Action
Assess customer satisfaction with regulatory processes	Use the KISS Principle to ensure that consultation mechanisms that assume a reasonable level of literacy in the community do not overlook those who have lower literacy understanding.
	Ensure staff are well trained in respect to dealing with difficult customers and understanding that disabilities may not only be physical but mental as well.

### DAIP Outcome 4 – Quality of Service

**People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.**

Strategy	Action
	Ensure staff are familiar with all Policies and Procedures in order for them to provide best practice service to their customers
	Promote the DAIP to Staff, Agents and Contractors in order to provide awareness of disability and access and inclusion issues in the community; thereby improving skills to provide a good service to the community.

### DAIP Outcome 5 – Complaints and Safeguarding

**People with disability have the same opportunities as other people to make complaints to a public authority.**

Strategy	Action
Activities and administration of laws to ensure community wellbeing is maintained in the Shire of Toodyay	Keep the website up-to-date and improve the accessibility of on-line forms
	Utilise the Community Newsletter to disseminate information out into the community
	Liaison with mental health organisations to work together to increase access or participation of disabled people in the community.
Review the Communication Framework Strategy that was adopted by Council in February 2017 in order to update the content as it is currently @ Nov 2019 out of date – <b>then seek Council endorsement in 2020.</b>	Promote the Communication Framework that provides information in relation to opportunities for feedback or input.
	Keep our community informed through disseminating information to the community via the Community Newsletter.
	Engage positively with the community, staff, visitors and other stakeholders.
	Develop and maintain strong and successful partnerships Promote our activities and achievements
Good public relations and focus on	Review the Customer Service Charter
	Develop a Communication Policy

### DAIP Outcome 5 – Complaints and Safeguarding

**People with disability have the same opportunities as other people to make complaints to a public authority.**

Strategy	Action
customer service excellence	Develop a Complaints Policy and Procedure
Develop the Shire's Brand	Promote our values of Integrity, Accountability, Inclusiveness and Commitment.

### DAIP Outcome 6 – Consultation and Engagement

**People with disability have the same opportunities as other people to participate in any public consultation by a public authority.**

Strategy	Action
Engage with other organisations, to identify ways in which we can improve our process for public consultation	Review Council Policies that contain references to Community Consultation.

### DAIP Outcome 7 - Employment, people and culture

**People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

Strategy	Actions
Opportunity for work experience and employment of people with disability is actively promoted and supported	Provide opportunities and traineeships for local students with disability where possible.
Improve recruitment and development practices to ensure people with disability are able to access employment	<p>Develop service agreements and advertise positions with local Disability Service Providers where possible.</p> <p>When advertising a vacant position at the Shire of Toodyay ensure the advertisement includes an access and inclusion statement.</p>



If you would like to speak with someone about the current Disability Access and Inclusion Plan please contact:

Postal Address: PO Box 96, Toodyay, WA 6566

Actual Address: Shire of Toodyay  
Old Court House (Administration Building)  
15 Fiennes Street, Toodyay WA 6566

Telephone: (08) 9574 9300

Email: [records@toodyay.wa.gov.au](mailto:records@toodyay.wa.gov.au)

